

ASSEMBLY BILL

No. 2283

**Introduced by Assembly Member Chu
(Principal coauthor: Assembly Member Ridley-Thomas)**

February 19, 2004

An act to add Article 6.7 (commencing with section 53128) to Chapter 1 of Part 1 of Division 2 of Title 5 of the Government Code, and to add Section 2889.7 to the Public Utilities Code, relating to the community social services telephone system.

LEGISLATIVE COUNSEL'S DIGEST

AB 2283, as introduced, Chu. State community social services telephone number system.

Existing law requires local public safety agencies to maintain a “911” emergency telephone number and among other things, sets forth the duties of the Division of Telecommunications of the Department of General Services in providing management oversight of statewide telecommunications systems developments. Existing law authorizes every local public agency, as defined, to establish a nonemergency “311” telephone system and authorizes the Division of Telecommunications to, among other things, aid local public agencies in the formulation of concepts, methods, and procedures that will improve the operation of “311” systems and to increase cooperation among public agencies.

Under existing law, the Federal Communications Commission has designated “211” to be the national abbreviated dialing code to be used to access nonemergency community information and referral providers to enable a caller to obtain information concerning social services not currently addressed by either the “911” or “311” system.

Under existing law, the Public Utilities Commission has regulatory authority over public utilities, including telephone corporations. In Decision 03-02-029, the commission established guidelines and procedures whereby the commission can certify information and referral providers as eligible to purchase network telephone service that will enable them to receive calls from those persons who dial “211” and required all local exchange carriers to provide “211” call origination services at reasonable rates in those territories that will be serviced by “211” information and referral providers. Decision 03-02-029 does not address the situation of wireless carriers.

This bill would dedicate the digits “211” as the community social services telephone number system, would make the commission responsible for the establishment of the system and the selection of 2-1-1 providers, including the allocation of federal funds made available for the system, and would authorize the Division of Telecommunications, in consultation with the commission, to aid information and referral providers, local exchange carriers, and local public agencies to improve operation of a “211” telephone system and to increase cooperation among information and referral providers, local exchange carriers, and public agencies. The bill would require the commission, by rule or order, to require all telephone corporations and all providers of mobile telephony services, as defined, to provide access to subscribers and end users to the “211” community social services telephone number system. The bill would require the commission to establish an administrative committee to advise the commission regarding the development, implementation, and administration of the system, including the allocation of federal funding.

Existing law makes any public utility, including a telephone corporation, and any corporation other than a public utility, that violates the Public Utilities Act, or who fails to comply with any part of any order, decision, rule, direction, demand, or requirement of the commission, guilty of a crime.

Because this bill would require a rule or decision of the commission to implement its requirements, a violation of these provisions would be a crime and the bill would thereby impose a state-mandated local program by creating a new crime.

The California Constitution requires the state to reimburse local agencies and school districts for certain costs mandated by the state. Statutory provisions establish procedures for making that reimbursement.



This bill would provide that no reimbursement is required by this act for a specified reason.

Vote: majority. Appropriation: no. Fiscal committee: yes.
State-mandated local program: yes.

The people of the State of California do enact as follows:

SECTION 1. Article 6.7 (commencing with Section 53128) is added to Chapter 1 of Part 1 of Division 2 of Title 5 of the Government Code, to read:

Article 6.7. Community Social Services Telephone System

53128. (a) The digits “211” shall be dedicated as the community social services telephone number system. The “211” community social services telephone system shall be designed to provide a system similar to a “911” or “311” selective routing system, whereby the location of the initial call is determined to provide a coordinated uniform delivery system to meet the specified requirements of each local jurisdiction. Every system shall be designed to allow the handling of emergency calls by the “911” emergency telephone system.

(b) The Public Utilities Commission shall, pursuant to Section 2889.7 of the Public Utilities Code, be responsible for the selection of 2-1-1 providers. The Division of Telecommunications of the Department of General Services, in consultation with the Public Utilities Commission, may aid information and referral providers, local exchange carriers, and local public agencies to improve operation of a “211” telephone system and to increase cooperation among information and referral providers, local exchange carriers, and public agencies.

SEC. 2. Section 2889.7 is added to the Public Utilities Code, to read:

2889.7. (a) The Public Utilities Commission shall establish a “211” community social services telephone system and is responsible for selecting local 2-1-1 providers.

(b) The commission shall establish the 2-1-1 administrative committee, which is an advisory board to advise the commission regarding the development, implementation, and administration of the “211” community social services telephone system,

1 including the allocation and management of federal funding for
2 the system, and do each of the following:

3 (1) The commission shall establish the number of, and
4 qualifications for, persons to serve as members of the 2-1-1
5 administrative committee, and shall appoint the members of the
6 board. In determining the qualifications of persons who will serve
7 as members of the 2-1-1 administrative committee, the
8 commission shall consider the purpose of the program, and shall
9 attempt to achieve balanced public participation for the board. The
10 membership of the 2-1-1 administrative committee shall reflect, to
11 the extent possible, and consistent with existing law, the ethnic and
12 gender diversity of the state.

13 (2) The 2-1-1 administrative committee shall determine,
14 subject to approval by the commission, the time, location, and
15 number of meetings for the board.

16 (3) A majority of the number of members of the 2-1-1
17 administrative committee constitutes a quorum.

18 (4) The 2-1-1 administrative committee cannot act at a meeting
19 without the presence of a quorum.

20 (5) The affirmative vote of a majority of those members present
21 at the meeting of the 2-1-1 administrative committee is necessary
22 in order to pass any motion, resolution, or measure.

23 (6) The commission shall determine whether the 2-1-1
24 administrative committee members shall receive expense
25 reimbursement pursuant to Section 19820 of the Government
26 Code and a per diem allowance, as specified in Section 11564.5 of
27 the Government Code, or as established by the commission. Each
28 member of the 2-1-1 administrative committee who is not a
29 commission or public utility employee, or who is not otherwise
30 compensated by an employer for service on the board, shall be
31 entitled to make a claim for and to receive a per diem allowance,
32 if authorized by the commission. Each member of a board who is
33 not a public utility employee, or who is not otherwise reimbursed
34 by an employer for expenses incurred when serving on the board,
35 shall be entitled to make a claim for and to receive expense
36 reimbursement, if authorized by the commission. The commission
37 shall allow all reasonable expense and per diem claims. The
38 payments shall be subject to the availability of funds for that
39 purpose. The claims shall be filed by the 2-1-1 administrative
40 committee with the commission.

1 (c) The commission shall allocate federal funds made available
2 for the development, implementation, and administration of a
3 “211” community social services telephone system, so as to
4 accomplish each of the following:

5 (1) Maximize the federal funds available to local 2-1-1
6 providers.

7 (2) Consider population and poverty rates when allocating
8 funds.

9 (3) Consider developmental requirements, in addition to
10 operational requirements, when initially allocating funds that are
11 made available to local 2-1-1 providers.

12 (4) Include a reasonable administration fee sufficient to
13 support the activities of the 2-1-1 administrative committee.

14 (5) Ensure that any fund matching requirement is met.

15 (d) The commission shall, by rulemaking, quasi-legislative or
16 other appropriate proceeding, require all telephone corporations
17 and providers of mobile telephony services to provide access for
18 subscribers and end users to the “211” community social services
19 telephone number system.

20 (e) For purposes of this section, “mobile telephony services”
21 means commercially available interconnected mobile phone
22 services that provide access to the public switched telephone
23 network (PSTN) via mobile communication devices employing
24 radiowave technology to transmit calls, including cellular
25 radiotelephone, broadband Personal Communications Services
26 (PCS), and digital Specialized Mobile Radio (SMR). “Mobile
27 telephony services” does not include mobile satellite services or
28 mobile data services used exclusively for the delivery of nonvoice
29 information to a mobile device.

30 SEC. 3. No reimbursement is required by this act pursuant to
31 Section 6 of Article XIII B of the California Constitution because
32 the only costs that may be incurred by a local agency or school
33 district will be incurred because this act creates a new crime or
34 infraction, eliminates a crime or infraction, or changes the penalty
35 for a crime or infraction, within the meaning of Section 17556 of
36 the Government Code, or changes the definition of a crime within
37 the meaning of Section 6 of Article XIII B of the California
38 Constitution.